



Dementia-friendly Alton



DISCIPLINARY PROCEDURE Volunteer

1. Purpose and scope

This procedure is designed to help and encourage all volunteers to achieve and maintain standards of conduct. This procedure is non-contractual but applies to all volunteers, who should familiarise themselves with its provisions. The aim is to ensure consistent and fair treatment for all.

2. Principles

- 1.1 No disciplinary action will be taken against any volunteer until the case has been fully investigated and the volunteer has had an opportunity to state his or her case.
- 1.2 At all stages in the procedure the volunteer will be advised of the nature of the complaint against him or her and, where possible, be provided with all relevant evidence before any hearing.
- 1.3 At all stages the volunteer will have the right to be accompanied by a fellow volunteer, during the disciplinary interview when they made a reasonable request to be so accompanied. The volunteer's chosen companion will be entitled to address the hearing but not answer questions on the volunteer's behalf.
- 1.4 No volunteer will be dismissed for a first breach of discipline except in the case of gross misconduct when the penalty will be dismissal without notice.
- 1.5 A volunteer will have the right to appeal against any disciplinary penalty imposed.
- 1.6 The procedure may be implemented at any stage if the volunteer's alleged misconduct warrants such action.
- 1.7 Information relating to any disciplinary proceedings, including witness statements shall remain confidential.

3. Procedure

Minor faults will be dealt with informally but where the matter is more serious the following procedure will be used:



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Stage 1: Oral warning

If conduct or performance does not meet acceptable standards the volunteer will normally be given a formal oral warning. He or she will be advised of the reason for the warning, which is the first stage of the disciplinary procedure and his or her right of appeal. A brief note of the oral warning will be kept but it will be spent after six months, subject to satisfactory conduct and performance.

Stage 2: Written warning

If the offence is a serious one, or if a further offence occurs, a written warning will be given to the volunteer by the Charity Lead of DFA. This will give details of the complaint, the improvement required and the timescale. It will warn that action under stage 3 will be considered if there is no satisfactory improvement and will advise of the right of appeal. A copy of this warning will be kept by the Charity Lead of DFA but it will be disregarded for disciplinary purposes after six months subject to satisfactory conduct and performance.

Stage 3: Final written warning or disciplinary suspension

If there is still a failure to improve and conduct or performance is still unsatisfactory, or if the misconduct is sufficient serious to warrant only one written warning but insufficient serious to justify dismissal (in effect both first and final written warning), a final written warning will normally be given to the volunteer by the Charity Lead of DFA. This will give details of the complaint, will warn that dismissal may result if there is no satisfactory improvement and will advise of the right of appeal. A copy of this final written warning will be kept by the Charity Lead of DFA but it will be spent after six months (in exceptional cases the period may be longer) subject to satisfactory conduct and performance.

Stage 4: Dismissal

If conduct or performance is still unsatisfactory and the volunteer still fails to reach the prescribed standards, dismissal will normally result. Only the Charity Lead of DFA can take the decision to dismiss. The volunteer will be provided, as soon as reasonably practical, with written reasons for dismissal, the date on which employment will terminate and the right of appeal.

4. Gross misconduct

The following non-exhaustive list provides examples of offences which are normally regarded as gross misconduct:

- 1.9 conviction for a criminal offence, whether in connection with this employment volunteer role or not;



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- 1.10 theft, misappropriation, falsification of records and/or claims, destruction of or damage to property belonging to DFA, other volunteers, members or visitors, or for which DFA is responsible;
- 1.11 inability to carry out properly the duties of your role by reason of incompetence or impairment through the effect of drink or drugs;
- 1.12 unacceptable conduct towards fellow volunteers or members;
- 1.13 misuse (including disclosure) of confidential information concerning DFA or any aspects of its activities;
- 1.14 unauthorised use of any material, facility or equipment of DFA;
- 1.15 disregard for the safety of other volunteers including disregarding DFA's Health and Safety policy;
- 1.16 being in possession of or dealing in unauthorised substances, ie drugs on the business of DFA;
- 1.17 serious or persistent neglect of your duties or any material breach or non-observance of those duties
- 1.18 committing an assault upon or otherwise intentionally causing injury to another volunteer or member
- 1.19 misrepresenting or withholding relevant information in taking steps to obtain a volunteer position with DFA.

If you are accused of an act of gross misconduct, you may be suspended from volunteering, while DFA investigates the alleged offence. If, on completion of the investigation and the full disciplinary procedure, DFA is satisfied that gross misconduct has occurred, the result will normally be summary dismissal without notice.

5. Appeals

A volunteer who wishes to appeal against a disciplinary decision should inform the Charity Lead of DFA (who will have made the disciplinary decision) within 2 working days. The Chair of trustees of DFH will hear all appeals and his/her decision is final. At the appeal any disciplinary penalty imposed will be reviewed but it cannot be increased.



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6. Authority

- 1.21 Oral, written and final written warnings may be issued by the Lead of DFA.
- 1.22 Dismissals may be carried out by the Lead of DFA, in consultation with Chair of DFH
- 1.23 Appeals may be considered by the Chair of DFH

Dated 1.11.2022 Signed by Karen Murrell, Lead DFA & Jane Ward, Chair DFH